

TELECOMMUNICATIONS &

USER FEES

FILING

SYSTEM

(TUFFS)

User Guide v1

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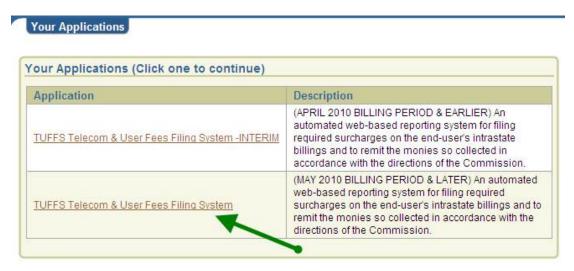
CPUC TUFFS User Guide

I. Logging In

- 1. Open your Internet Explorer *version 6 or higher* web browser and point it to the following address: https://delaps1.cpuc.ca.gov/IMLSLogin
- 2. Log in to the CPUC Application Site with your assigned **Username** and personal **Password**:



3. Under "Your Applications", select the "<u>TUFFS Telecom & User Fees Filing System</u>" link. *IMPORTANT NOTE*: Please use the "<u>TUFFS Telecom & User Fees Filing System</u>" link for the <u>MAY 2010 BILLING PERIOD</u> <u>& LATER</u>. For the <u>APRIL 2010 BILLING PERIOD & EARLIER</u>, please use the "<u>TUFFS Telecom & User Fees Filing System - INTERIM</u>" link.



4. You will be required to log in again to access the **TUFFS** system. Enter the same **Username** and **Password** that you used on the previous log-in screen.

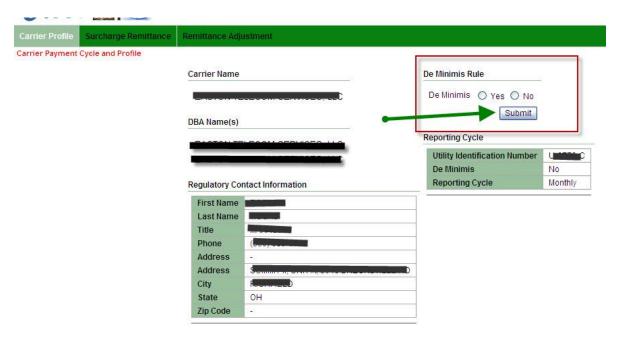


Special Note: Newly added carriers will receive a **CPUC TUFFS Username** and **Password**. When a new carrier becomes a registered user in the **Utility Contact System** (UCS), the **Rural Carrier Section** (RCS) will be informed by the **Licensing Section** of the **Communications Division**. A new account will be created and the carrier will receive an email with their **TUFFS Username** and <u>Temporary</u> **Password** (which will need to be updated upon first login). If you are a carrier registered in UCS, but have not received a CPUC TUFFS Account, please contact the CPUC Communications Division via email at *telco_surcharge@cpuc.ca.gov*.

II. Creating and Submitting a New Surcharge Transmittal Form

1. The first time you log in to **TUFFS**, you will be taken to your **Profile** screen and asked to select whether or not you qualify to pay under the "**De Minimis Rule**"**. Please make your selection & click **Submit** before continuing. If you are a carrier operating under the "**De Minimis Rule**", please see the important note on Page 9.

**All certificated carriers must report and remit surcharges on a monthly basis except for those that are <u>De Minimis</u>. De Minimis carriers are carriers whose average intrastate billings are equal or less than \$60,000 over a six month period. De Minimis carriers are permitted to pay on a semi-annual basis from January to June and from July to December. If a carrier is paying on a monthly basis and realizes that it qualifies as a De Minimis carrier, it must continue paying on a monthly basis until it arrives at one of the two six month periods above (i.e. qualified carriers can report after reporting for the month of June or December). After initial TUFFS enrollment, the carrier must inform the CPUC by e-mail (telco_surcharge@cpuc.ca.gov) of its intention to report and remit payment on a De Minimis basis going forward. The e-mail should include the carrier's name, 4-digit Utility Identification Number, and a statement that the average intrastate billings are equal or less than \$10,000 a month. Similarly, if a carrier is paying on a De Minimis basis and realizes that it no longer qualifies as De Minimis, it must inform the CPUC by e-mail (telco_surcharge@cpuc.ca.gov) of its intention to report and remit payment on a monthly basis going forward. The e-mail should include the carrier's name, 4-digit Utility Identification Number, and a statement that the average intrastate billings are greater than \$10,000 a month.

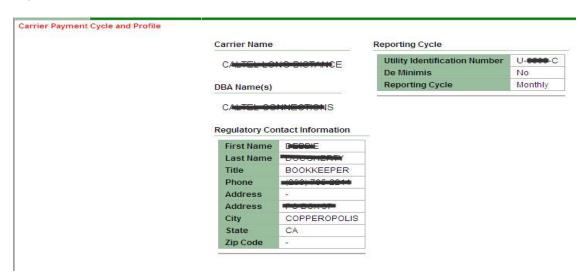


*Note: Some information has been blacked out for privacy purposes.

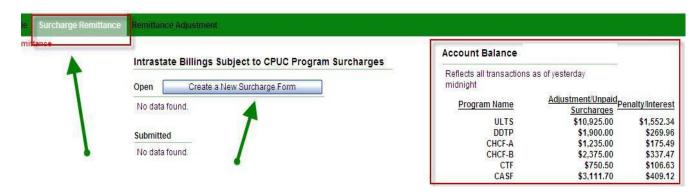
2. Once you have made your selection, you will be shown a confirmation.



3. After you make the selection, your **Profile** screen will be similar to the one shown below. *Please* ensure that all information displayed on your screen is accurate for the <u>carrier</u>. **Note**: If you selected "**YES**" for your "De Minimis Rule" option, you will have to <u>wait one business day</u> before proceeding to step 4.



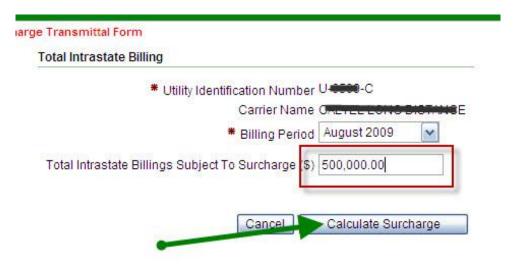
4. Once you have applied your **De Minimis Rule** settings, click the "Surcharge Remittance" tab at the top left of the screen. Under the "Intrastate Billings Subject to CPUC Program Surcharges" section, you will see the "Create a New Surcharge Form" button. Click the button to continue. Note: Your estimated Account Balance, if any, will appear at the right side of the screen as shown.



5. At the "**Total Intrastate Billing**" screen, verify that your **Utility Identification Number** and **Name** are correct (*the information shown below is for demonstration purposes only*), and then select the appropriate **Billing Period** from the drop-down list. You must choose the first Billing Period shown in the drop down before moving on to any others. **Note**: You may only submit **ONE** Surcharge Remittance for a particular Billing Period per day.



6. Enter the "Total Intrastate Billings Subject To Surcharge (\$)" in the appropriate field and click the "Calculate Surcharges" button as shown:



7. Your screen will now reflect the below image. You will see a "Surcharges Calculated" confirmation message. The fees due for each Subsidy Program will be automatically calculated for you, along with any Remittance Adjustments (see Section IV- Requesting a Remittance Adjustment) and any Penalty or Interest amounts. All values are rounded to two decimal places. Note: If needed, it is still possible to update the "Total Intrastate Billings Subject To Surcharge (\$)" field by entering a new amount in the same field and clicking the "Calculate Surcharges" button again. Before entering a new value, be sure to completely delete the value already in the field and place your cursor at the start (left side) of the field text box. If you are satisfied with the calculations, click the "Submit" button.

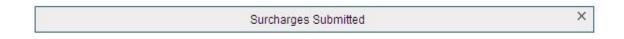


Note: If you wish to print your calculated surcharges <u>before</u> submitting them, please use your **Browser's Print Button/Command** to print out the above screen.

8. Once you press the "Submit" button, you will be prompted to confirm your Submittal. Click "**OK**" as shown.



9. You will then see your Surcharge Submittal Confirmation. *Note:* <u>It may take up to 24 hours for the submittal to be shown on your account "Surcharge Remittance" screen.</u>



10. If you want to log out before submitting, you may do so. The next time you log in, the "Open" Submittal will be shown under the "Open" section of the Surcharge Remittance tab. Click the icon under "Click To Edit" (as shown) to return to the Submittal Form, make any changes (if desired – See 'Note' in Point 7), and then submit.



11. Once your Surcharge Remittance has been submitted, you may print out the form for your records. At the bottom-right side of the screen, click the "**Print**" button. *Note:* The "**Print**" button will only appear after the Remittance has been submitted.



12. You will then see the **Printing Instructions** screen. Read through the text and then click the "**Print**" button again.

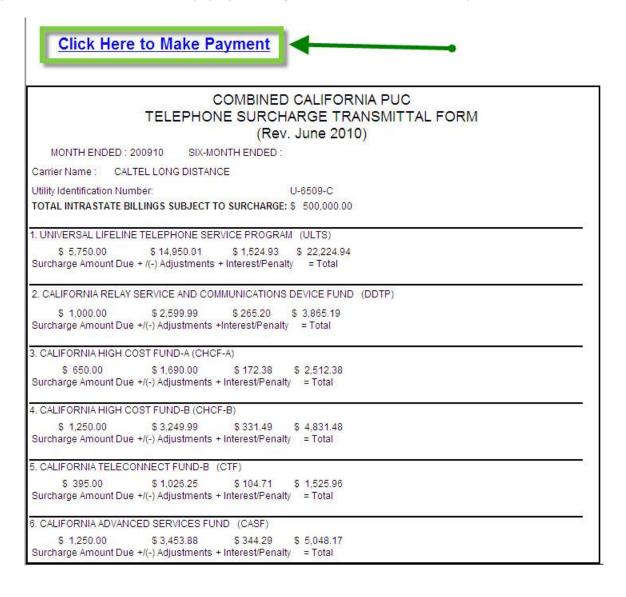


13. You will then see the below message. Click "OK".



14. A <u>CPUC Surcharge Remittance Transmittal Form</u> will be displayed similar to the one shown. Use your browser's "Print" button to print a hard copy of the form. <u>You may continue on to Citibank Payment</u>

<u>Processing from here by clicking the "Click Here to Make Payment" link on the form.</u> **Note:** Make sure you have disabled the browser's pop-up blocker for this site since the link will open in a new window.



15. To return to your TUFFS "Home Screen", first click your browser's **Back Button**, then click the **red** "**Surcharge Remittance**" breadcrumb at the top left of the screen as shown in the two images below.



16. You may view your *submitted* Surcharge Remittances at any time under the "**Submitted**" section of the "**Surcharge Remittance**" tab.

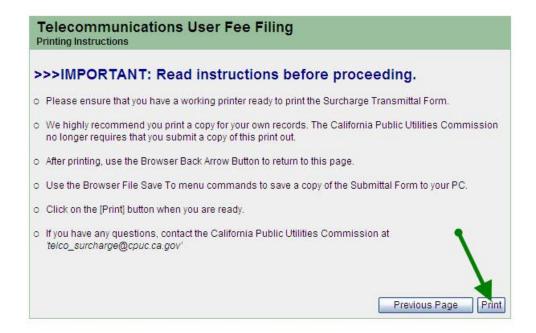
Important Note for De Minimis Rule Carriers: Even though payments are only required twice a year, you must still submit an online Surcharge Transmittal form for every month in the six-month period. This does not have to be done on a monthly basis (though it is recommended), however, please remember only one form can be submitted per day. You will be required to submit one form per day for six days if you choose to wait till the last billing month before reporting.

III. Processing Your TUFFS Payment(s)

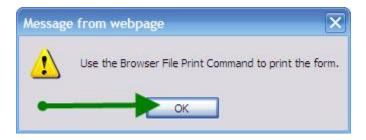
- 1. You may process your *Surcharge Payments* electronically by continuing on to the *Citibank System* as outlined in **Point 14 of Section II- Creating and Submitting a New Surcharge Transmittal Form**, or you can choose a *previously submitted* Surcharge Remittance Form, & follow these steps.
- 2. Click on any Billing Period under the "Submitted" section of the "Surcharge Remittance" tab.



3. Click the "Print" button.



4. You will then see the below message. Click "OK".



5. Your *previously submitted* <u>CPUC Surcharge Remittance Transmittal Form</u> will be displayed, similar to the one shown. <u>You may continue on to Citibank Payment Processing from here by clicking the "Click Here to Make Payment" link on the form</u>. *Note:* Make sure you have disabled the browser's pop-up blocker for this site since the link will open in a new window.



COMBINED CALIFORNIA PUC TELEPHONE SURCHARGE TRANSMITTAL FORM (Rev. June 2010)

MONTH ENDED: 200910 SIX-MONTH ENDED:

Carrier Name: CALTEL LONG DISTANCE

Utility Identification Number: U-6509-C
TOTAL INTRASTATE BILLINGS SUBJECT TO SURCHARGE: \$ 500,000.00

1. UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)

2. CALIFORNIA RELAY SERVICE AND COMMUNICATIONS DEVICE FUND (DDTP)

\$ 1,000.00 \$ 2,599.99 \$ 265.20 \$ 3,865.19 Surcharge Amount Due +/(-) Adjustments +Interest/Penalty = Total

3. CALIFORNIA HIGH COST FUND-A (CHCF-A)

\$ 650.00 \$ 1,690.00 \$ 172.38 \$ 2,512.38 Surcharge Amount Due +/(-) Adjustments + Interest/Penalty = Total

4. CALIFORNIA HIGH COST FUND-B (CHCF-B)

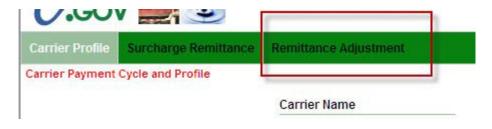
5. CALIFORNIA TELECONNECT FUND-B (CTF)

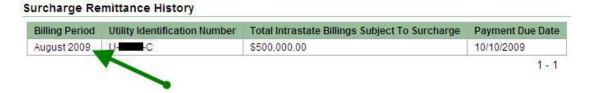
6. CALIFORNIA ADVANCED SERVICES FUND (CASF)

\$ 1,250.00 \$ 3,453.88 \$ 344.29 \$ 5,048.17 Surcharge Amount Due +/(-) Adjustments + Interest/Penalty = Total

IV. Requesting a Remittance Adjustment

- 1. If you made an error and reported an incorrect *Surcharge Amount*, you may *request* a **Remittance Adjustment** for any *previously submitted* **Surcharge Remittance**.
- 2. Under the "Remittance Adjustment" tab, you will see a "Surcharge Remittance History" section. That section will display all *previously submitted Surcharge Remittance Transmittals*. Click on any "Billing Period" displayed in that section.





3. You will now see the "Billing Amount Adjustment" Screen. This screen will display the previously submitted amount for the chosen Billing Period. Enter the Correct Billing Amount in the designated field & then select an Adjustment Reason from the drop-down menu. It will either by "Over Payment" or "Under Payment" depending on the situation.

nent > Form on Adjustment Billing Amount Adjustment Utility Identification Number Billing Period August 2009 Billing Amount (\$) 500000 Correct Billing Amount (\$) 600000 Adjustment Amount (\$) Adjustment Reason | Select One Select One Submit ate Over Payment Under Payment Requested Adjustment(s) Closed no data found

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4. Once you have selected your **Adjustment Reason**, click the "**Calculate**" button to view the difference between the **Correct Billing Amount** & the (Original) **Billing Amount**.



5. Your screen should now resemble the following image, displaying the **Adjustment Amount**. **Note:** A (-) sign next to the **Adjustment Amount** will imply a credit to your account. If you are satisfied by the calculation, click the "**Submit**" button.



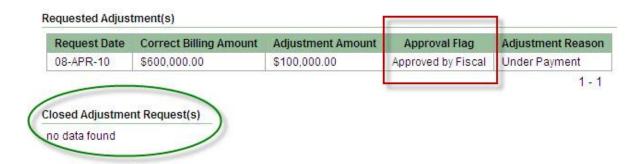
6. You will be prompted with the following confirmation window. Click "OK" to continue.



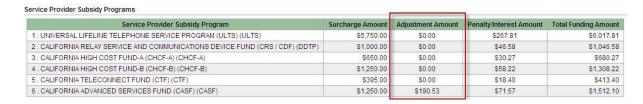
7. Your "Remittance Adjustment" tab screen will now be updated to display the requested Adjustment Amount.



8. Once you have submitted your "Remittance Adjustment", the CPUC Fiscal Office will be notified the next business day. At this point, they will choose whether to Approve or Deny the Adjustment Request. Once the Adjustment has been approved or denied, the "Approval Flag" section will be updated with the appropriate information as shown in the following image. Also, once an approved Adjustment has been applied to your account, the information will be shown under the Closed Adjustment Request(s) section.



9. If a Remittance Adjustment is approved, the Adjustment Amount will be dispersed amongst the different funds under the "Adjustment Amount" column the <u>next time you log in</u> to report a Surcharge Remittance, similar to the image shown below.



10. **IMPORTANT NOTE**: In order for a **Remittance Adjustment Request** to be approved, supporting documentation is required.

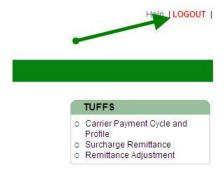
Required documents needed for any Remittance Adjustment Request are:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the date(s) of the adjustment request(s), amount(s) to be adjusted, and reasons for the adjustment request(s) (i.e., incorrect Intrastate Billing Amount reported).
- Proof of payment in the form of canceled checks or bank statements

The CPUC Fiscal Office needs all supporting documentation before any Remittance Adjustment Requests are approved. Please forward supporting documentation to **Jim Lagleva** either by email (jl8@cpuc.ca.gov) or fax (415) 703-2261.

V. Logging Out

1. Once you are done Reporting or Paying Surcharges, click the "Logout" link at the top right of the page.



2. You will be directed to the **CPUC Public Application Directory**. To log back in to **TUFFS**, click the "Main CPUC Application Login Page" link as shown. If you would like to exit completely, simply close your web browser at this point.



VI. How Surcharge Penalties are Calculated

Per **D.9801-023** and **G.O. 153 (11.4),** carriers that are late in remitting surcharges shall *pay interest* equal to annual rate of 10%.

Further, under the **Account Balance** section, any unpaid principle amount will be shown in the "Adjustment/Unpaid Surcharges" column and any unpaid interest amount will be shown in the "Penalty/Interest" column.

